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**STATE OF HAWAII**  
**REGULATED INDUSTRIES COMPLAINTS OFFICE**  
**DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**  
LEIOPAPA A KAMEHAMEHA BUILDING  
235 SOUTH BERETANIA STREET, NINTH FLOOR  
HONOLULU, HAWAII 96813  
FAX: (808) 586-2670

**HILO OFFICE**  
345 KEKUANAOA STREET, SUITE 12  
HILO, HAWAII 96720

**KONA OFFICE**  
KEAUHOU SHOPPING CENTER, ROOM  
134A  
78-6831 ALII DRIVE  
KAILUA-KONA, HAWAII 96740

**MAUI OFFICE**  
1063 LOWER MAIN STREET, SUITE C-  
216  
WAILUKU, HAWAII 96793

**KAUAI OFFICE**  
3060 EIIWA STREET, ROOM 204  
LIHUE, HAWAII 96766

Dear Consumer:

Enclosed is our condominium complaint/mediation form. **Before** filing your complaint with the Regulated Industries Complaints Office (RICO), try to resolve your complaint with the other party through direct contact, correspondence or other means.

After we receive your written complaint, it will be reviewed by an investigator in the Consumer Resource Center (CRC) of RICO to see whether your concerns are best addressed by **mediation**. In order for us to effectively review your concerns, a thorough written summary of circumstances is required from you.

If your complaint is approved for the **mediation program**, an investigator will contact you and the party you are complaining against, the respondent, to get additional information. The information will then be provided to the mediation center on the island where you reside. The mediation center will contact you and the other party to schedule the mediation.

Generally, concerns regarding voting, proxies, access to records, house rule infractions, conduct of elections, board meetings, etc. will be handled via **mediation**.

Because the intent of the condominium law is to encourage self-governance and enforcement by the condominium owners, with very limited involvement by State government, if you or the respondent is not willing to participate in **mediation**, your complaint will be filed with no further action. RICO established its mediation program for condominium governance disputes based on the intent of the condominium law. You may still pursue arbitration or other civil action to resolve your concerns.

Please keep in mind that RICO serves the state's interests, we do not act as attorneys or advisors for individuals. You may seek the advice of your attorney to protect any claims you may have.

To call Oahu-RICO, dial the following toll free numbers: Kauai 274-3141, extension 73222; Maui 984-2400, extension 73222; Big Island 947-4000, extension 73222; Molokai and Lanai 1-800-468-4644, extension 73222.

This printed material can be made available for individuals with special needs in Braille, large print or audio tape. Please submit your request to the Complaints and Enforcement Officer by calling 586-2666.

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STATE OF HAWAII  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
REGULATED INDUSTRIES COMPLAINTS OFFICE  
CONSUMER RESOURCE CENTER  
OAHU OFFICE  
325 SOUTH BERETANIA STREET, 9TH FLOOR  
HONOLULU, HI 96813  
[www.state.hi.us/dcca/rico](http://www.state.hi.us/dcca/rico)

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**CONDOMINIUM COMPLAINT/MEDIATION FORM**

Case No.

**Unless otherwise notified, your concerns will be mediated through the condominium mediation program of the Regulated Industries Complaints Office (RICO). If your complaint is within RICO's jurisdiction, one of our investigators from the Consumer Resource Center will contact you with details of the condominium mediation program and other options.**

**YOUR NAME**

Please print legibly or type (Last) (First) (Middle)

☐ Mr.

☐ Ms.

☐ Mrs.

Social security number (optional, for identification purposes only):

Address:

Telephone number where you may be reached (8:00am-4:30pm)

Residence number:

Business number:

**NAME OF PARTY YOUR COMPLAINT IS AGAINST (CONDO MGMT AGT/BOARD)**

Name:

Address:

Phone number:

Fax number:

Name of person you dealt with:

**ADVANTAGES OF MEDIATION:**

- Mediation is an informal dispute resolution process in which an impartial third party (the mediator), assists the parties in resolving their dispute.
- In cases where the parties will possibly have to continue a long term relationship, it is beneficial to both parties to try and resolve their concerns amicably.
- The parties involved decide on a resolution. When a judge makes a decision in a case, at least one party (and sometimes both parties) leave unhappy. With mediation you avoid the risk of "losing" or reaching an outcome which does not meet your needs.
- A mediator can help you develop a "customized" agreement that meets the special needs of the parties involved.
- Everything you say or write in mediation is strictly confidential.

- No fee is required for the mediation program
- If you are not able to reach an agreement through mediation, you still have the option of pursuing a civil remedy.

Please keep in mind that in order for mediation to be successful, both parties must participate in good faith. This means being honest, open-minded and willing to listen to the other party with respect and courtesy.

This image shows a full page of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is no handwriting or other markings on the paper.

The following documents are attached with my complaint:

- ☐ Rental/Lease Agreement
- ☐ Management Agreement
- ☐ Financial records
- ☐ Correspondence related to complaint
- ☐ Other (please specify) \_\_\_\_\_

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**FOR YOUR INFORMATION:**

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- A. In addition to this complaint, you may also file an action in civil court. Please get advice from your attorney on filing such a complaint.
  - B. RICO cannot represent private citizens in court nor collect any money for you. Please contact an attorney for advice on filing such an action.

If your dispute involves an amount of \$3,500 or less,  
You may consider filing a claim in Small Claims Court.

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I hereby certify that all statements in this complaint are true and correct to the best of my knowledge. I understand that RICO is unable to represent private parties in court.

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**Sign here:**

**Date:**

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\*Please submit this form with your **original** signature (failure to do so may delay the processing of your complaint).

THANK YOU FOR ASSISTING OUR EFFORTS TO REVIEW YOUR COMPLAINT

This printed material can be made available for individuals with special needs in braille, large print or audio tape. Please submit your request to the Complaints and Enforcement Officer at 586-2666.